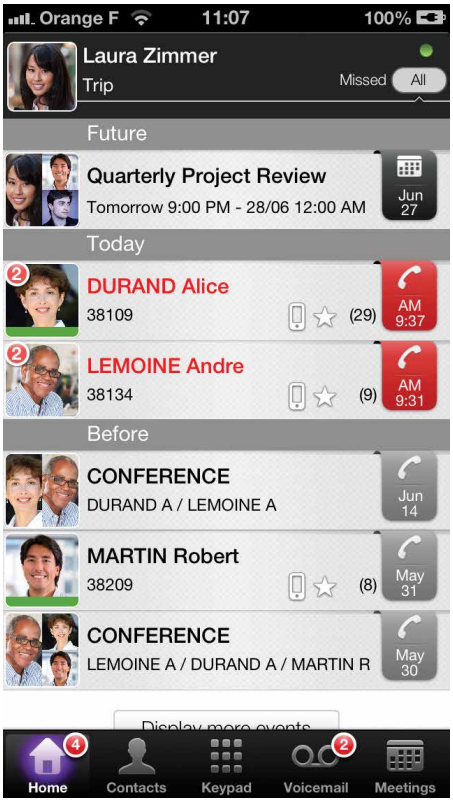
OPENTOUCH CONVERSATION FOR iPHONE

The Alcatel-Lucent OpenTouch™ Communications Suite transforms enterprise communications into collaborative conversations and business services. OpenTouch Conversation brings the essence of the OpenTouch Communications Suite to life, supporting seamless interaction across multiple media, devices and participants, all within the same conversation.



Conversation Home Page

OPENTOUCH CONVERSATION

Users can move from a phone call to a conference call simply by adding people to the conversation – and can add video, show presentations, and exchange files with ease. Employees can optimize their time by transferring calls to their smartphone, tablet, videoconferencing end-point, or PC without interruption. OpenTouch Conversation adapts to the way that users work, fostering conversations that enrich their business.

The OpenTouch Conversation app supports native operating systems for Apple® iPad™, Apple® iPhone™, Microsoft® Windows™, and Android™ devices. The OpenTouch Conversation web client supports Google® Chrome™, Mozilla® Firefox™, Microsoft® Internet Explorer™, and Apple® Safari™ web browsers. No matter the device or platform, OpenTouch Conversation supports business communications needs.

OPENTOUCH CONVERSATION FOR IPHONE

OpenTouch Conversation for iPhone leverages what users love most – their own devices. OpenTouch Conversation gives users choice and control over how they communicate, in whatever media, from any location or device. OpenTouch Conversation for iPhone sets a new standard when it comes to user experience, with:

- Richness (all-in-one, fully featured)
- Elegance (consumer-grade ergonomics)
- Immediacy (instant, full control)

OpenTouch Conversation for iPhone exposes the features and flexibility of the OpenTouch Suite through the popular smartphone from Apple. Use gestures to place calls, retrieve messages and move easily from a phone call or IM to a multi-party conversation. Join conferences in one-click, enjoy Visual VoiceMail ergonomics, and define and select your call-routing profiles to meet current location and availability.

OpenTouch Conversation allows enterprises to address the mobility and BYOD trends by bringing advanced, yet controlled, UC services to Apple® iPhone™ and Apple® iPad™ devices.

FEATURES

- Maintain a single business identity, with one phone number across multiple devices – desk phone, PC, tablet and smartphone.
- Place, answer, and manage voice calls using the enterprise dialing plan.
- Call anywhere using iPhone or OpenTouch contacts or the corporate directory.
- View contact presence and availability and tap to start and manage collaborative, secure conversations.
- Listen to and manage voice mail messages with Visual Voicemail.
- One click to join conference
- Private call capability.
- Manage availability using customizable call routing profiles, including name, avatar, and list of devices.
- Move the conversation between devices using Rapid Session Shift.
- Manage conversations using the complete set of mid-call controls: inquiry call, hold, back & forth, transfer, ad-hoc conference, add/remove participant, leave or terminate conference and hang up.

Alcatel·Lucent Enterprise

BENEFITS

- Optimize workforce mobility costs by using Voice over IP over wireless LAN (VoWLAN). Place and receive calls over corporate WLAN and when at home or at a hotspot using Wi-Fi.
- Compelling and thoughtful user experience that encourages use, encourages employee communications and encourages rich and frequent conversations.
- Improve collaboration and increase efficiency with streamlined evolution of business conversations to include multiple parties, persistent conversations
- Boost productivity and reduce costs with quick access to business communication features anywhere.
- Enable employees to be contacted faster and more efficiently with a single business identity across multiple devices.
- Guarantee employee efficiency with a full set of notifications (voice messages, missed calls, scheduled conference alerts).
- Secure access to the enterprise with reverse proxy HTTPS support.

- OpenTouch Business Edition or OpenTouch Multimedia Services offer:
  - ¬ OpenTouch Conversation universal client user option license, part number 3BA09662JA
- OpenTouch Enterprise Cloud offer:
  - ¬ Universal desktop/mobile option RTU, part number 3JE31066AA

Fig 1. Defining a routing profile

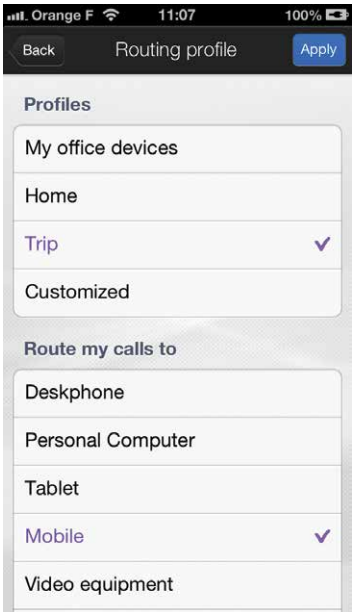
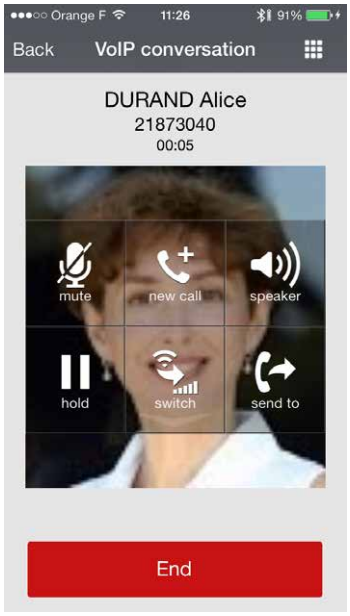


Fig 2. Voice over IP conversation



TECHNICAL SPECIFICATIONS

AUDIO	
Voice over IP (*)	Corporate WLAN, home or hotspot Wi-Fi via VPN
Audio codecs	Cellular G.711 ulaw, G.711 A-law or G.729 Annex A for Voice over IP
DTMF support	From native dialer
Mid-call control	Single call, new call, ad-hoc conference, call recording (recorded as a voicemail)
Conference	One-click to join a conference (scheduled or reservationless)
Manager/assistant	Delegation on/off
Supervision	On/off
INSTANT MESSAGING	
	Will be delivered in a maintenance release
CONNECTIVITY	
Cellular and network	3G, 4G, corporate WLAN and Wi-Fi. Select corporate WLAN or Wi-Fi when available
CONTACTS	
Contact provisioning	OpenTouch users, corporate directory
Local contacts	iOS contacts with over-the-air synchronization (multi-device capability)
LANGUAGES	
	Chinese simplified, Chinese traditional, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Swedish
PLATFORM REQUIREMENTS	
Required Alcatel-Lucent OpenTouch platforms	One of the following: OpenTouch Business Edition R1.3 MD1+ (R2.0+ needed for Voice over IP support) OpenTouch MultiMedia Services R1.3 MD1+ (R2.0+ needed for Voice over IP support) and reverse proxy (Alcatel-Lucent Partner Program)
Smartphone devices	Apple iPhone 4, 4S, 5, 5C and 5S
OS versions	iOS 6.x+ (iOS 7.x recommended)
SECURITY	
Authentication	Client authentication via login/password Server authentication via certificates
Encryption	Secure Web Services signaling (HTTPS) over 3G, 4G, corporate WLAN and Wi-Fi
BLUETOOTH ACCESSORIES	
	3BN67215WW Bluetooth® Headset
	3MG08002AA Conference Module 8125 Audioffice

(*) The voice quality of calls varies depending on the corporate WLAN or Wi-Fi or mobile data network connection.

Direct access to Apple Market Store: https://itunes.apple.com/fr/app/alcatel-lucent-enterprise/id661747970?mt=8

www.alcatel-lucent.com Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Alcatel-Lucent assumes no responsibility for inaccuracies contained herein.
Copyright © 2014 Alcatel-Lucent. All rights reserved. E2014034729EN (April)

Alcatel·Lucent Enterprise